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IN THE CLAIMS

What is claimed is:

1. A system for realtime access to support information, comprising:

a service interface to an operator servicing at least one inquiry; and

10 a navigation interface, communicating with the service interface, the navigation interface operative to access at least one network-enabled information source to generate support information responsive to the at least one inquiry.

2. The system of claim 1, wherein the service interface comprises a workstation.

3. The system of claim 1, wherein the at least one inquiry is received via a
15 telephone call.

4. The system of claim 1, wherein the at least one inquiry is received via a network-enabled connection.

5. The system of claim 4, wherein the network-enabled connection comprises an Internet connection.

20 6. The system of claim 1, wherein the navigation interface comprises a search engine interface to interrogate the at least one network-enabled information source according to the at least one inquiry.

7. The system of claim 6, wherein the at least one network-enabled information source comprises at least one of a financial information feed, a tax information database, and
25 a customer account database.

8. The system of claim 6, wherein the at least one network-enabled information source comprises a plurality of network-enabled information sources.

5 9. The system of claim 1, wherein the navigation interface comprises a Web browser.

 10. The system of claim 9, wherein the service interface comprises at least one of a product-specific Web page and a non-product specific Web page.

10 11. The system of claim 1, wherein the service interface is provided in a call center receiving the at least one inquiry.

 12. The system of claim 1, wherein the support information comprises information related to mutual fund products.

 13. The system of claim 1, wherein the navigation interface is operable to modify the information based upon further inquiry information.

15 14. A method for providing realtime access to support information, comprising:
 a) receiving at least one inquiry via a service interface; and
 b) accessing at least one network-enabled information source to generate support information responsive to the at least one inquiry.

20 15. The method of claim 14, wherein the service interface comprises a workstation.

 16. The method of claim 14, wherein the step (a) of receiving comprises a step of c) receiving the at least one inquiry via a telephone call.

 17. The system of claim 14, wherein the step (a) of receiving comprises a step of d) receiving the at least one inquiry via a network-enabled connection.

25 18. The method of claim 17, wherein the network-enabled connection comprises an Internet connection.

5 19. The method of claim 14, wherein the step (b) of accessing comprises a
interrogating at least one network-enabled information source via a search engine according
to the at least one inquiry.

 20. The method of claim 19, wherein the at least one network-enabled information
source comprises at least one of a financial information feed, a tax information database, and
10 a customer account database.

 21. The method of claim 19, wherein the at least one network-enabled information
source comprises a plurality of network-enabled information sources.

 22. The method of claim 14, wherein the step (b) of accessing comprises a step of
e) operating a Web browser.

15 23. The method of claim 22, wherein the step (e) of operating a Web browser
comprises a step f) of accessing at least one of a product-specific Web page and a non-
product specific Web page.

 24. The method of claim 14, wherein the step (a) of receiving at least one inquiry
comprises a step of g) receiving the at least one inquiry in a call center.

20 25. The method of claim 14, wherein the support information comprises information
related to mutual fund products.

 26. The method of claim 14, further comprising a step of h) modifying the support
information based upon further inquiry information.